



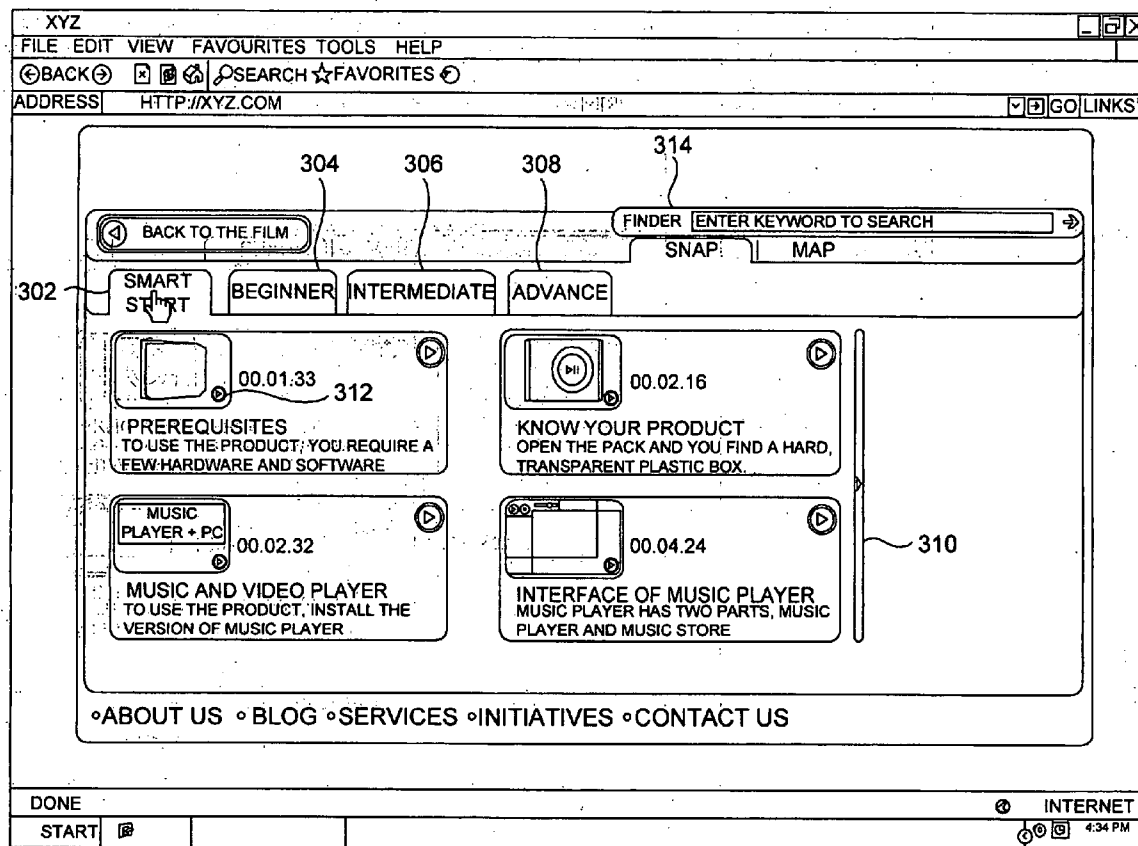
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(19) **United States**(12) **Patent Application Publication**
Subhanjan(10) **Pub. No.: US 2013/0132298 A1**(43) **Pub. Date: May 23, 2013**(54) **MAP TOPOLOGY FOR NAVIGATING A
SEQUENCE OF MULTIMEDIA**(52) **U.S. Cl.**CPC **G06Q 30/016** (2013.01)USPC **705/343**(76) Inventor: **Sarkar Subhanjan**, Bangalore (IN)(21) Appl. No.: **13/520,918**(57) **ABSTRACT**(22) PCT Filed: **Jan. 7, 2011**(86) PCT No.: **PCT/IN11/00013**§ 371 (c)(1),
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A computer implemented method providing a sequence of multimedia files in a map topology includes layers and sub-layers to enable a user to navigate and play a particular multimedia file that demonstrates a feature of a product. Each layer and sub-layer corresponds to a multimedia file that demonstrates a feature of a product. The sequence of multimedia files are stored in an application server (104). The method includes processing a selection of a layer from the user based on a preview of the layer that includes a first reveal branches field, a first hide branches field, and a first play field, displaying at least one branch of a sub-layer of said layer when the reveal branches field is selected, and playing the particular multimedia file corresponding to any of the layer, the sub-layer, or any further sublayer of the sub-layer when a play field is selected.



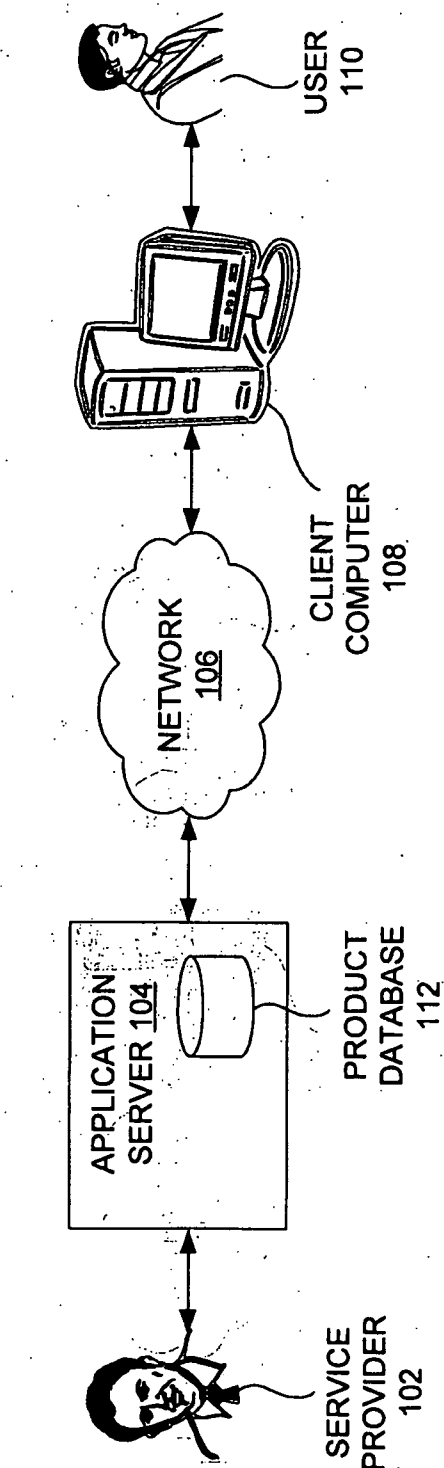


FIG. 1

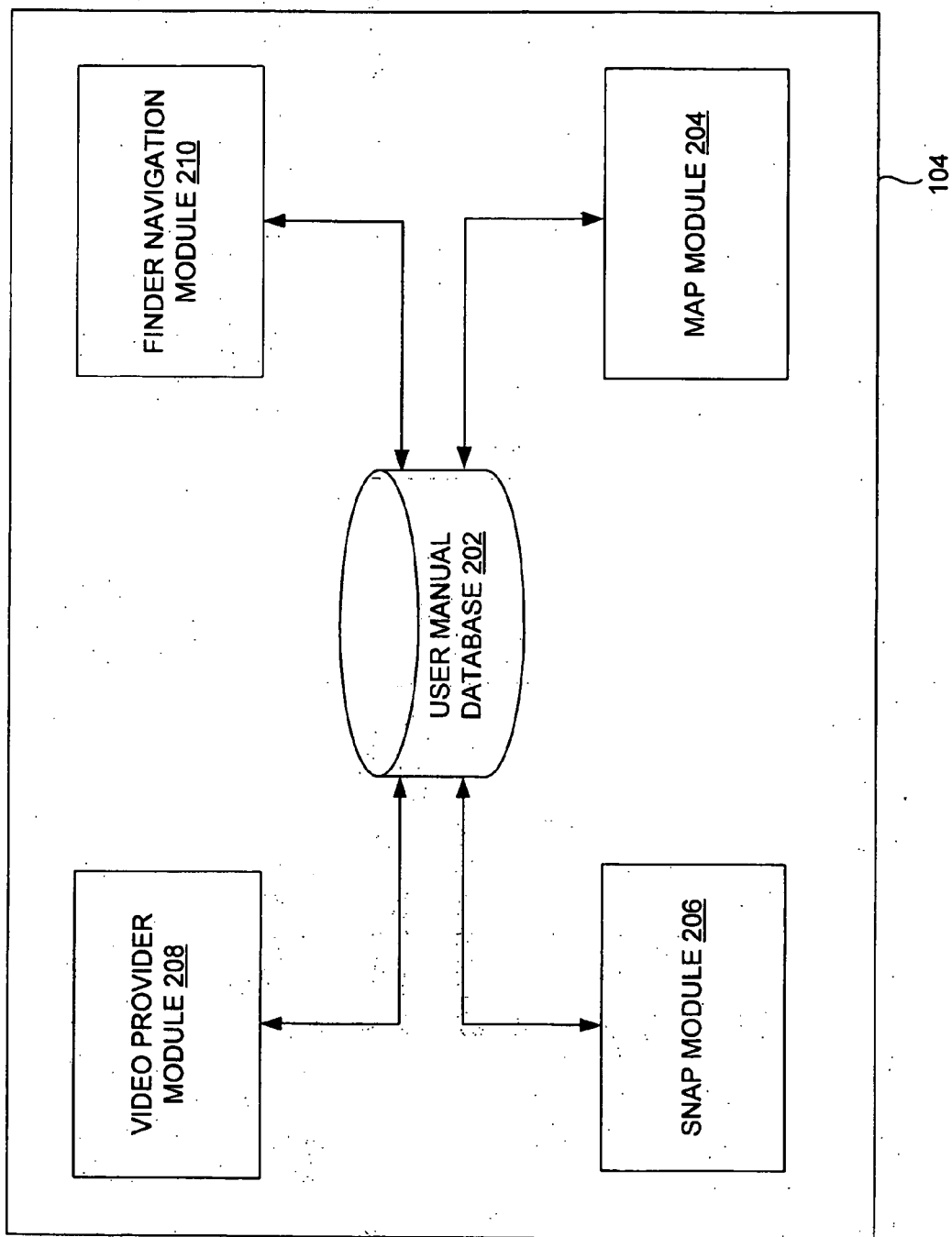


FIG. 2

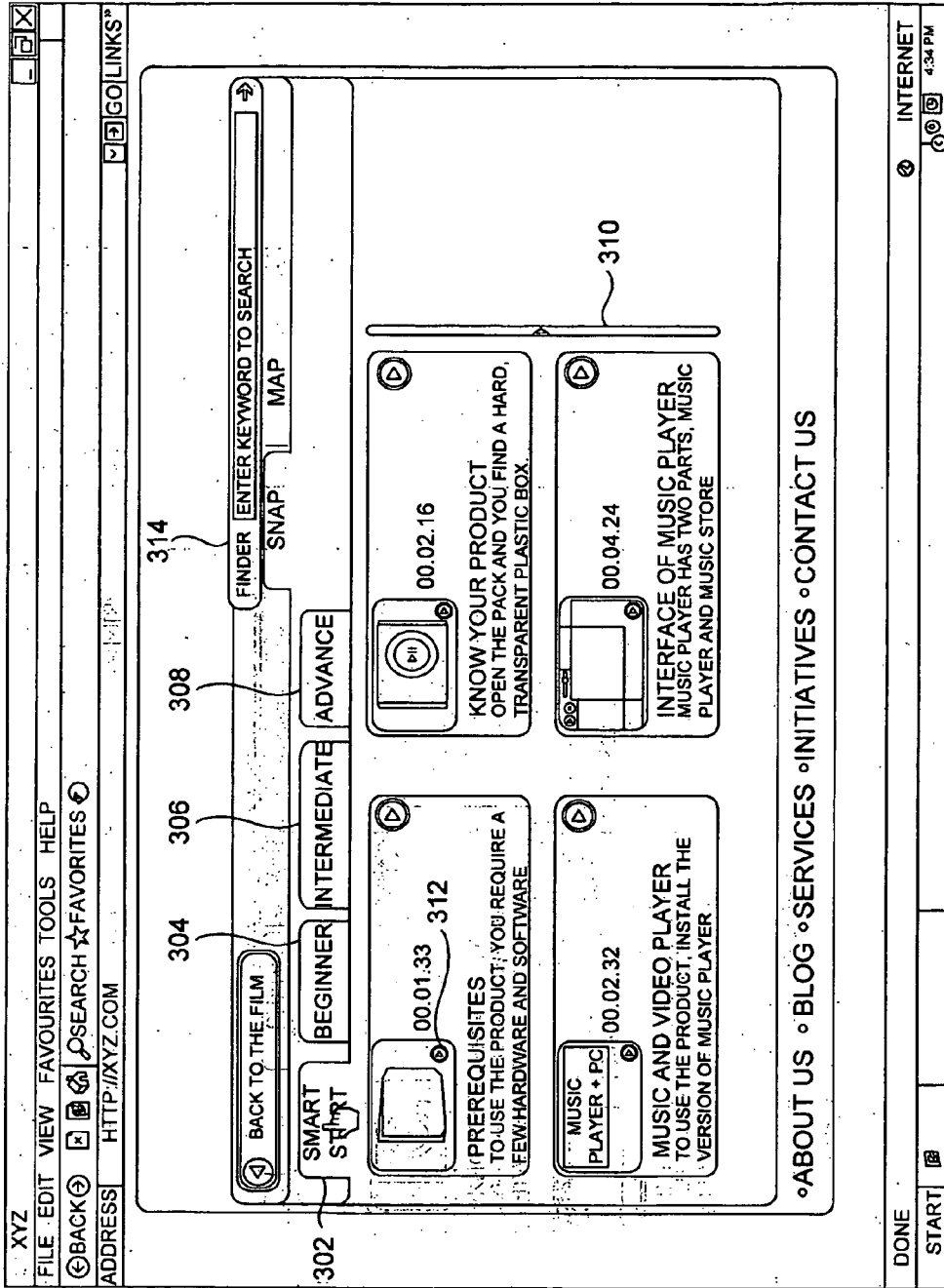


FIG. 3A

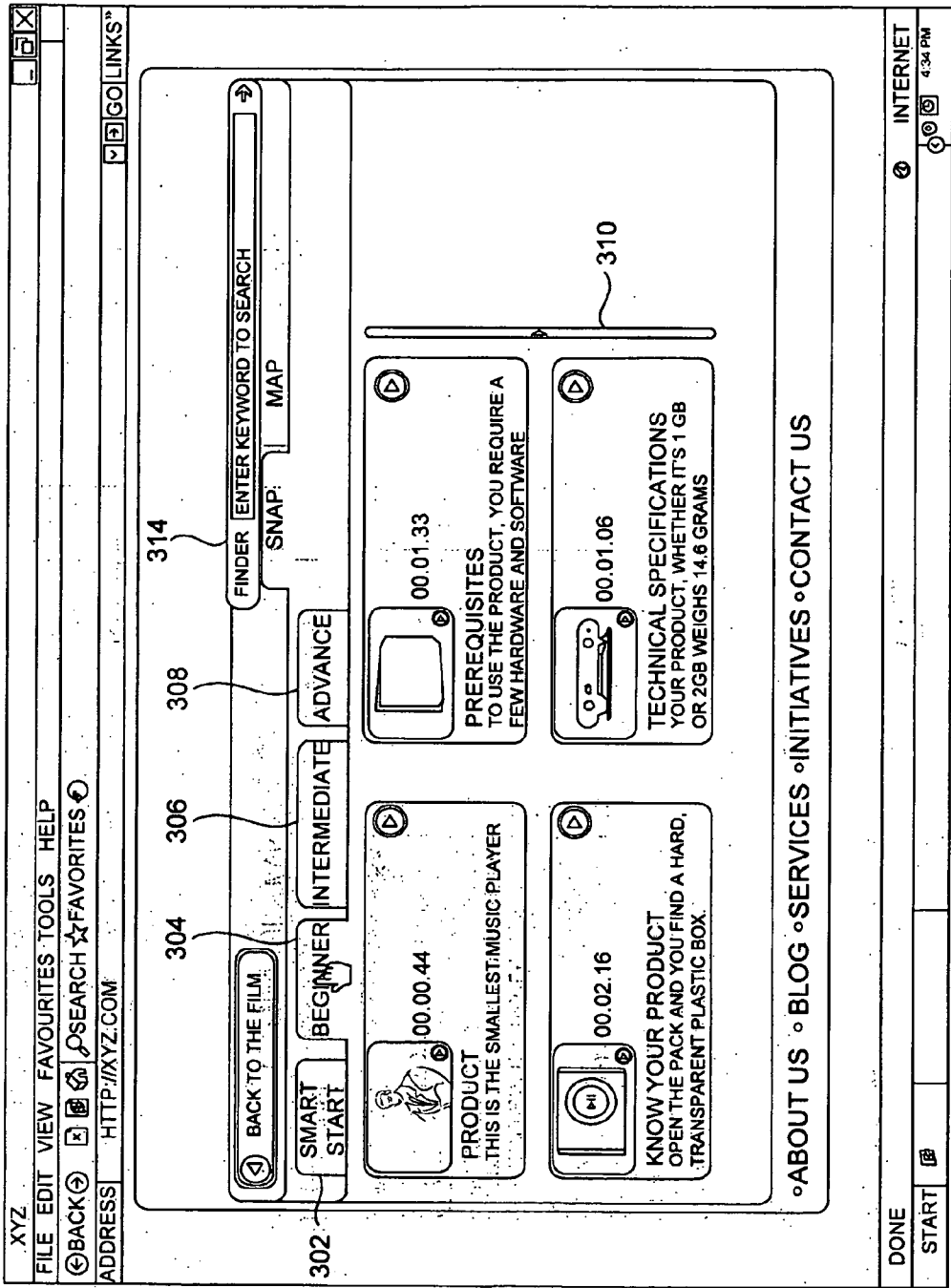


FIG. 3B

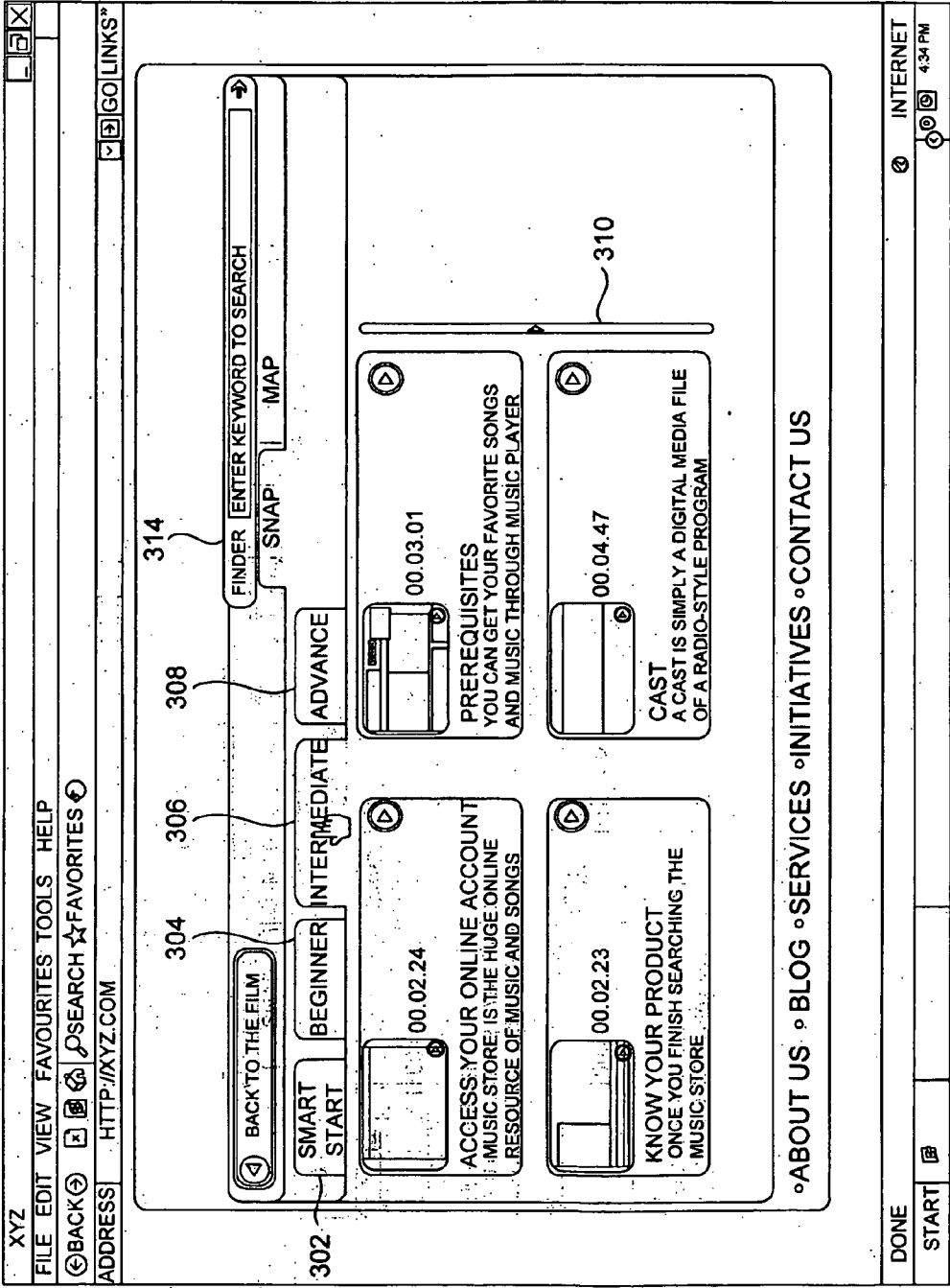


FIG. 3C

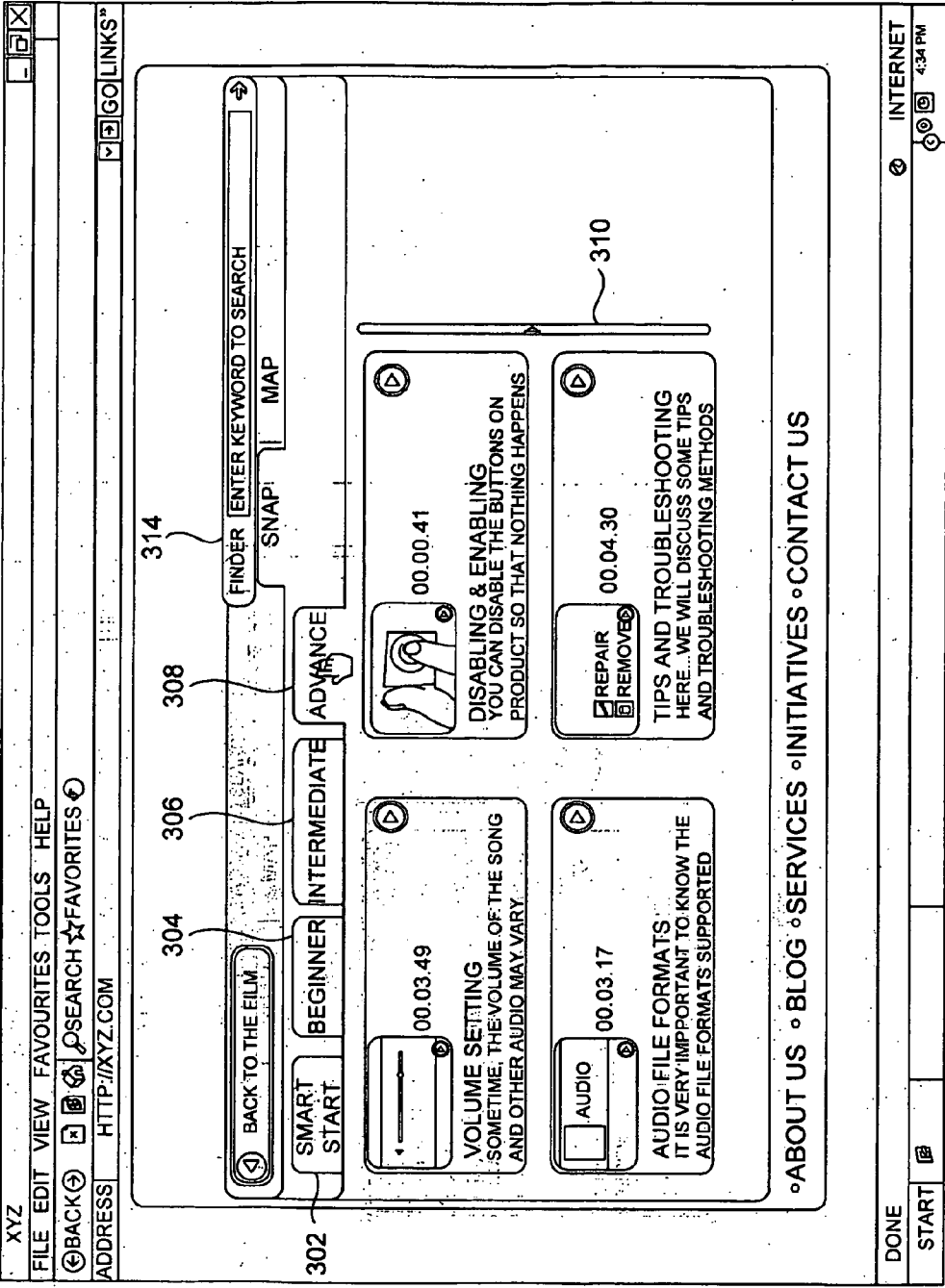


FIG. 3D

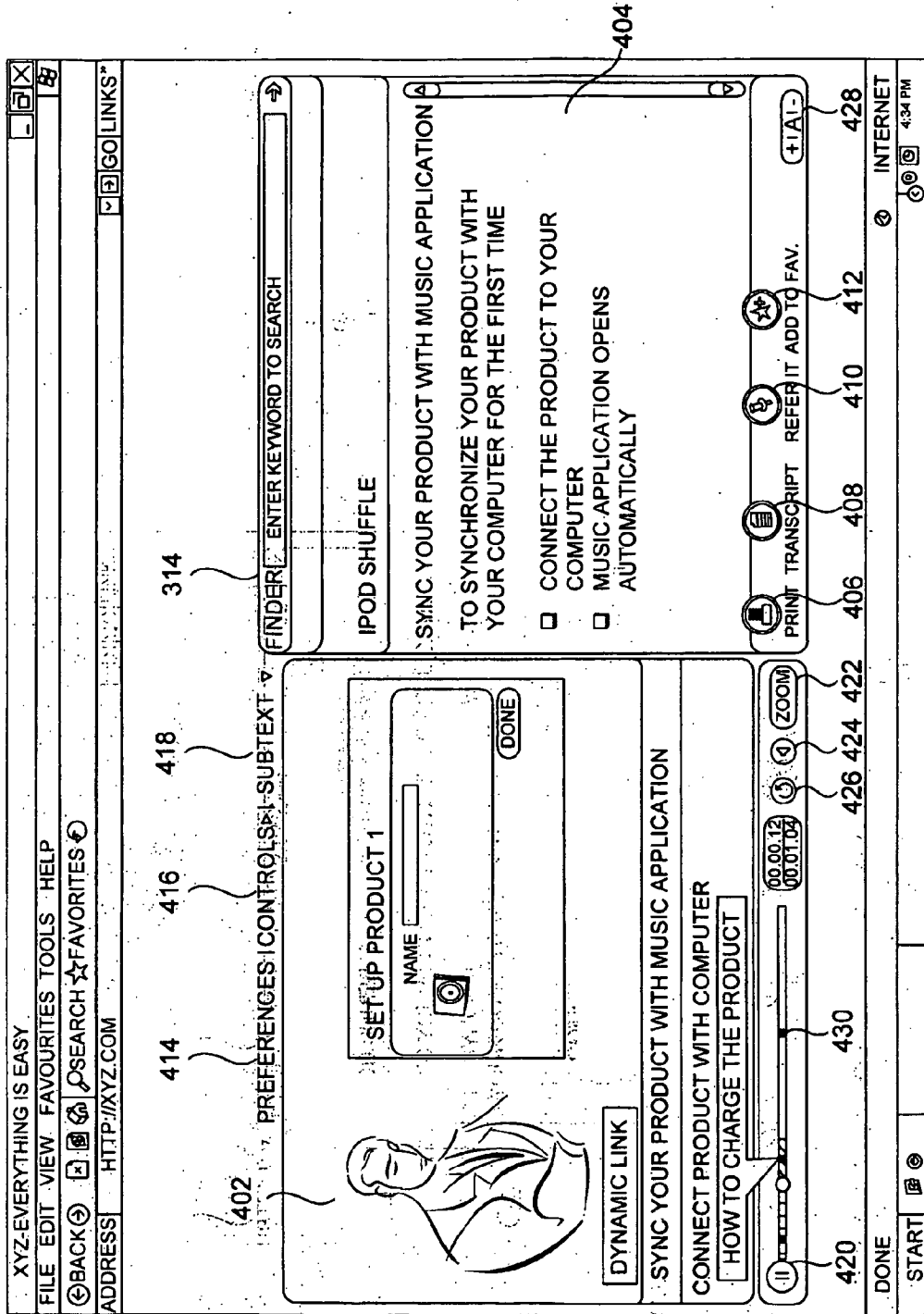


FIG. 4

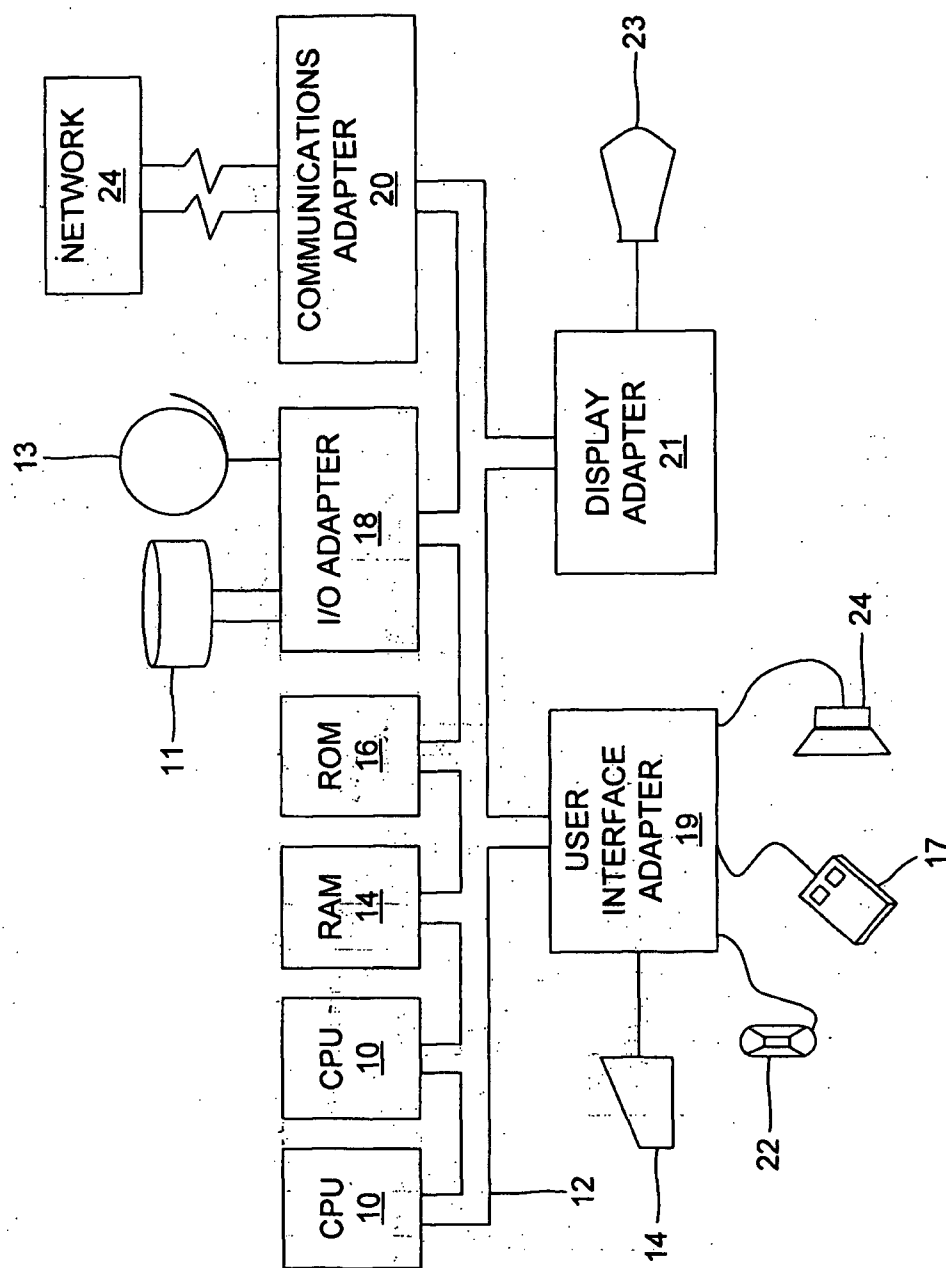


FIG. 5

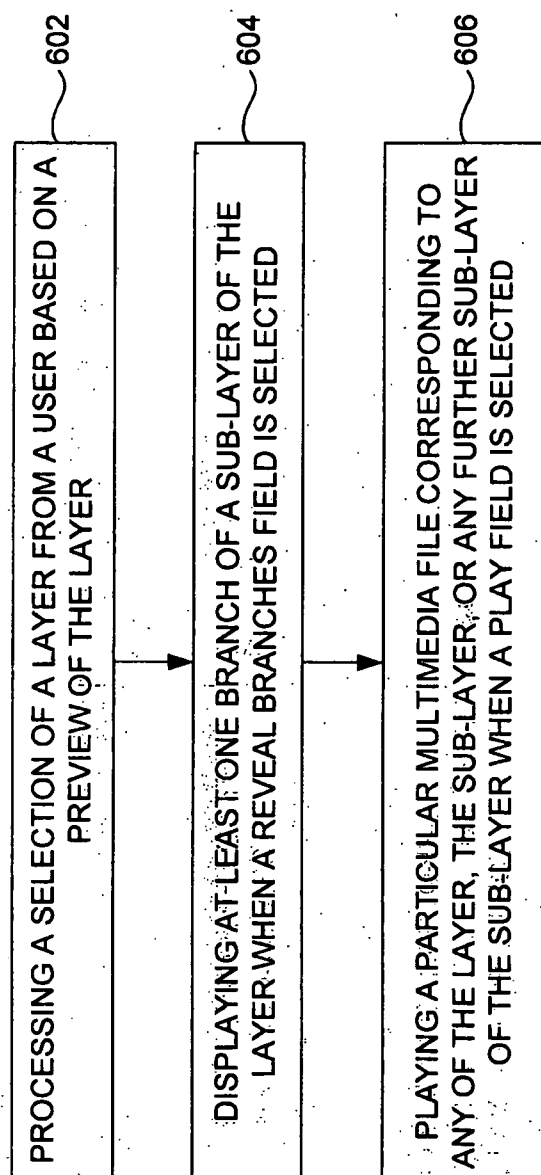


FIG. 6

MAP TOPOLOGY FOR NAVIGATING A SEQUENCE OF MULTIMEDIA

BACKGROUND

[0001] 1. Technical Field

[0002] The embodiments herein generally relate to a map topology, and more particularly to a map topology for navigating a sequence of multimedia files.

[0003] 2. Description of the Related Art

[0004] Traditionally, for various products (e.g., electronic or otherwise) for consumers, product information has been distributed in paper by way of brochures, manuals, instruction booklets, etc. Typically, an instruction manual or a handbook comes with purchase of any product. The manual may come in one or more popular languages. However, when a user has a query related to any use or feature of a product, it may not be easy for the user to quickly find the answer or information that he or she is looking for. Products have become more technologically complex, however manuals continue to remain the same.

[0005] Even if the user locates the manual and then the relevant section in the user manual, he may not be able to easily comprehend and apply the complex instructions. Research suggests that people learn most easily not just by reading but by being shown visually along with audio, preferably in the language that they are most conversant with. There is currently no facility for users to experience audio and video and simultaneously to get the relevant information sought through these multi-sensory channels. Further, the user may not have the option of reading the information in his native language, since manuals are typically distributed only in pre-defined languages for any given country.

[0006] If the instruction manual is represented in a multimedia format using audio and/or video, it will become a huge file which will not be easy to navigate and gather relevant information. Often, a user may require specific information in relation to a specific product feature or problem. Traditional multimedia presentation techniques offer limited navigation capabilities. In case of new products having multiple complex features related to various categories, it will become increasingly complex for a user to access and use the relevant information in a practical manner.

SUMMARY

[0007] In view of the foregoing, a computer implemented method that includes providing a sequence of multimedia files in a map topology that comprises layers and sub-layers to enable a user to navigate to and play one or more of a particular multimedia file that demonstrates a feature of a product, each layer and sub-layer corresponding to one or more of multimedia file that demonstrates a feature of a product is provided. The sequences of multimedia files are stored in an application server. The method includes processing a selection of a layer from the user based on a preview of the layer, that includes a first reveal branches field, a first hide branches field, and a first play field; displaying one or more branch of a sub-layer of the layer when the reveal branches field is selected, the branch including a second reveal branches field, a second hide branches field, and a second play field; and playing the particular multimedia file corresponding to any of the layer, the sub-layer, or any further sub-layer of the sub-layer when a play field is selected.

[0008] The map topology includes a plurality of layers. Each layer corresponds to a different mode of familiarity of the user associated with the product. Each mode includes a different set of multimedia files corresponding to the mode of familiarity.

[0009] A keyword from the user corresponding to the feature of the product may be processed. A search result that includes the keyword in one or more of the layer, the sub-layer, or any further sub-layer of the sub-layer of the map topology may be displayed. The branch of the sub-layer is displayed when a cursor is moved on the sub-layer. The particular multimedia file includes one or more time stamps.

[0010] Each of the time stamps indicate one or more of the steps associated with the feature of the product. The steps may be displayed to the user when a cursor is moved on the time stamps. Each of the time stamps allow the user to select one or more of the steps which is of interest to the user. A portion of the particular multimedia file corresponding to a step associated with a time stamp to the user may be displayed when the user clicks on the time stamp. A search result that includes a keyword in one or more of the layer, the sub-layer, or any further sub-layer of the sublayer of the map topology, or the different mode of familiarity of the user associated with the product.

[0011] In another aspect, a multimedia content delivering system is provided. The system includes a sequence of multimedia files, each multimedia file demonstrating one or more feature of a product; a map module that generates a map topology includes one or more of a layer, a sub-layer, any further sub-layer of the sub-layer, a branch of the sub-layer of the layer when a reveal branches field is selected; a snap module that communicates a different mode of familiarity of a user associated with the product to the map module, wherein the map module generates the map topology based on the different mode of familiarity of the user associated with the product; and a video provider module that plays a particular multimedia file corresponding to any of the layer, the sub-layer, or any further sub-layer of the sub-layer when a play field is selected.

[0012] The map topology includes a plurality of layers. Each layer corresponds to a different mode of familiarity of a user associated with the product, and each of the modes includes a different set of multimedia files corresponding to the mode of familiarity. The system further includes a finder and navigation module that processes a keyword from a user and displays a search result that comprises the keyword corresponding to the feature of the product in one or more of the layer, the sub-layer, or any further sub-layer of the sub-layer of the map topology for the different mode of familiarity of the user associated with the product.

[0013] The particular multimedia file includes one or more time stamps. Each of the time stamps indicate one or more of a steps associated with the feature of the product. The steps are displayed to the user when a cursor is moved on the time stamps. Each of the time stamps allow the user to select one or more of the steps which, is of interest to the user. The portion of the particular multimedia file is played corresponding to a step associated with a time stamp to the user when the user clicks on the time stamp. The branch of the sub-layer is displayed when a cursor is moved on the sub-layer.

[0014] These and other aspects of the embodiments herein will be better appreciated and understood when considered in conjunction with the following description and the accompanying drawings. It should be understood, however, that the

following descriptions, while indicating preferred embodiments and numerous specific details thereof, are given by way of illustration and not of limitation. Many changes and modifications may be made within the scope of the embodiments herein without departing from the spirit thereof, and the embodiments herein include all such modifications.

BRIEF DESCRIPTION OF THE DRAWINGS

[0015] The embodiments herein will be better understood from the following detailed description with reference to the drawings, in which:

[0016] FIG. 1 illustrates a system view of a user communicating with an application server through a network according to an embodiment herein;

[0017] FIG. 2 illustrates an exploded view of the application server of FIG. 1 according an embodiment herein;

[0018] FIG. 3A through 3D illustrates a user interface view having a smart start, a beginner mode, an intermediate mode, and an advance mode according to an embodiment herein;

[0019] FIG. 4 illustrates a user interface view of the demo film with a text according to an embodiment herein;

[0020] FIG. 5 illustrates a user interface view of the map having a finder navigation bar according to an embodiment herein;

[0021] FIG. 6 illustrates a schematic diagram of a computer architecture used in accordance with the embodiment herein; and

[0022] FIG. 7 is a flow diagram illustrating a computer implemented method that includes providing a sequence of multimedia files in a map topology that includes layers and sub-layers to enable a user to navigate to and play at least a particular multimedia file that demonstrates a feature of a product according to an embodiment herein.

DETAILED DESCRIPTION OF PREFERRED EMBODIMENTS

[0023] The embodiments herein and the various features and advantageous details thereof are explained more fully with reference to the non-limiting embodiments that are illustrated in the accompanying drawings and detailed in the following description. Descriptions of well-known components and processing techniques are omitted so as to not unnecessarily obscure the embodiments herein. The examples used herein are intended merely to facilitate an understanding of ways in which the embodiments herein may be practiced and further enable those of skill in the art to practice the embodiments herein. Accordingly, the examples should not be construed as limiting the scope of the embodiments herein.

[0024] As mentioned, the embodiments herein achieve this by providing a high production nut shelling machine. Referring now to the drawings, and more particularly to FIGS. 1 through FIG. 7, where similar reference, characters denote corresponding features consistently throughout the figures, there are shown preferred embodiments.

[0025] FIG. 1 illustrates a system view 100 of a user 110 communicating with an application server 104 through a network 106 according to an embodiment herein. The system view 100 includes a service provider 102, the application server 104, the network 106, a client computer 108 and the user 110. The application server 104 includes a product database 112.

[0026] The application server 104 contains a description manual of products described by the service provider 102 of

an electronic document. In one embodiment, the electronic document is a web page. The application server 104 may contain text/transcript of the user manual of the product. In another embodiment, the application server 104 may contain a demo film of the user manual of the product. The product database 112 contains information associated with each of the product. In addition, the product database 112 includes information associated with the product.

[0027] FIG. 2 illustrates an exploded view of the application server 104 of FIG. 1 according an embodiment herein. The application server 104 includes a user manual database 202, a map module 204, a snap module 206, a video provider module 208, and a finder navigation module 208.

[0028] The user manual database 202 includes organized information/features associated with the various products. The map module 204 that generates a map topology that includes one or more of a layer, a sub-layer, any further sub-layer of the sub-layer, a branch of the sub-layer of the layer when a reveal branches field is selected. In one embodiment, the map module 204 forms a tree structure of the product with the features forming the branches of the tree. The user 110 then can watch any of the features directly from the map interface. Moreover the user 110 can search the map interface and it will allow the user 110 to check all relevant features one at a time in a pre-defined hierarchy.

[0029] The snap module 206 communicates a different mode of familiarity of the user 110 associated with the product to the map module 204. The snap module 206 speeds up a search process required by the user 110 based on the level of the user as well as a SmartStart advisory. The map module 204 may generate the map topology based on the different mode of familiarity of the user 110 associated with the product; and

[0030] The video provider module 208 plays a particular multimedia file corresponding to any of the layer, the sub-layer, or any further sub-layer of the sub-layer when a play field is selected. The video provider module 208 provides a demonstration of a video clip indicating an audio and/or a visual to the user 110 to view the selected product. In addition, the video provider module 206 offers the user 110 to capture, convert and/or store the audio/visual image of the selected, product with a lossless transmission of the signals when requested by the user 110. The map topology includes a plurality of layers. Each layer corresponds to a different mode of familiarity of the user 110 associated with the product. Each of the modes includes a different set of multimedia files corresponding to the mode of familiarity.

[0031] The finder and navigation module 210 processes a keyword from the user 110 and displays a search result that the keyword corresponding to the feature of the product in one or more of the layer, the sub-layer, or any further sub-layer of the sub-layer of the map topology; or the different mode of familiarity of the user 110 associated with the product. The finder and navigation module 208 finds a particular feature of the selected product based on the user's query. In one embodiment, the finder and navigation module 210 compares the query with the elements in the user manual database 202 and retrieves the relevant information associated with the query of the selected product and provides the user 110 an option to navigate between features of the selected product.

[0032] FIG. 3A through 3D illustrates a user interface view having a smart start 302, a beginner mode 304, an intermediate mode 306, and an advance mode 308 according to an embodiment herein. The modes 302-308 display a thumbnail

preview of the demo films. The modes **302-308** allow the user **110** to experience different level of skills and features of the selected product (e.g., how to use the product, know your product, interface with the product, hardware and software details of the product, technical specifications, how to search in a music store, tips and troubleshooting techniques, enabling and disabling of features associated with selected product, volume settings, etc.).

[0033] Additionally, the user interface view of FIG. 3A through 3D further includes a scroll option **310**, a thumbnail playback option **312**, and a finder navigation bar **314**. The scroll option **310** allows the user **110** to scroll up or down for various skills and features of the selected product. The thumbnail playback option **312** allows the user **110** to playback within the thumbnail for previews. The thumbnail playback option **314** enables the user **110** to check whether the user **110** is viewing the right demo film. The finder navigation bar **314** allows the user **110** to search for a particular query associated with the selected product. Based on the selection of mode by the user **110**, the user **110** may search a query associated with the selected product in the finder navigation bar field **314**.

[0034] In one embodiment, the finder navigation bar **314** includes a 2 click feature where the user **110** can search what he/she needs in just 2 Clicks. In an example embodiment, click 1 on the product, the user **110** want information about, it will take the user **110** to the product micro portal page and click 2—the user **110** can find answer to the query about that product by the use of the available TAG Cloud (where it lists the most searched links or keywords). The search will display results only for the selected product. The user **110** can print only these steps which are relevant and interest to user **110** (not shown). In another embodiment, the finder navigation bar **314** may include a most searched button which displays all those queries that other users must have searched already. Further, the relevant sections of the product may be added to user's favorites (not shown).

[0035] In one embodiment, the finder navigation bar **314** allows the user **110** to perform a keyword search on a transcript for a particular feature of the selected product. The user **110** may then click on the keyword in the transcript which will navigate to a demo film of the feature. In other words, the user **110** may click on the keyword (e.g., a feature of the product) in the transcript and may view a demo of the feature associated with the selected product. The finder navigation bar **314** allows the user **110** to perform a keyword search (e.g., a feature of the selected product) and corresponding transcript will be display associated with the keyword. The user **110** may click on the keyword in the transcript and can navigate to the demo of that selected feature associated with the product.

[0036] Further, the finder navigation bar **314** may include a snap feature, a map feature, a most searched feature. The snap feature may be divided into modes (e.g., SmartStart, beginner, intermediate and/or advanced) based on the user **110** experience with the selected product. The most searched feature contains all those queries that other users may have searched already. In addition, the finder navigation bar **314** provides a 2 click feature where the user **110** at one click can find the product and at a second click can know related information associated with the selected product by the use of the Tag cloud.

[0037] FIG. 4 illustrates a user interface view of the demo film with a text according to an embodiment herein. In one embodiment, when the user **110** clicks on any feature of the product that includes a play field, the user **110** is provided

with a video that demonstrates a feature associated with the product. The user interface view includes a video player field **402**, a text field **404**, a print field **406**, a transcript field **408**, a refer it field **410**, and an add to favorites field **412**. The video player field **402** further includes a preference field **414**, a control field **416**, a subtext field **418**, a play button **420**, a zoom button **422**, a volume button **424**, and a replay field **426**. The user interface view further includes a font field **428**, a finder navigation bar **314**, and a time stamps field **430**.

[0038] The text field **404** describes the product chapter wise and is directly linked to the feature being demoed in the film. The user **110** may skip from one chapter to another and the text of the corresponding chapter is displayed. In one embodiment, when the user **110** skips a video portion of a product and navigates to another portion of the video film of the product, the corresponding text tied to the video film may be displayed in the text field **404**. The print button **406** provides the user **110** an option to print only the relevant information associated with the selected product and the selected feature.

[0039] The transcript field **408** allows the user to stop the film and to make the transcript covering the whole screen on a personal computer (or a laptop). The transcript field **508** enables the user **110** to perform a key word search and takes the user **110** to the relevant page available based on the query. The refer it field **410** provides the user **110** to write notes, comments or resource link. The notes, comments or the resource link may be saved for personal viewing. The comments may be submitted to be viewed by the other users. The resource link may be a useful links of the product posted with relevant URL so that the other users may benefit from one's knowledge. The resource link may be provided in the deep link system of the electronic document.

[0040] The add to favorites field **412** enables the user **110** to add the interesting portion into his/her favorites so that it may be retrieved easily later. The preference field **414** enables the user **110** to select a preferred language, an accent, a presenter and/or a subtitle. In one embodiment, the preferred languages, may be at least one of the English, French and/or Spanish, etc. The control field **416** enables the user **110** to control a brightness of a video, a video speed and a zooming of motion of video within the video player field **402**. The subtitle field **418** is provided to select the language of the subtitles displayed below the video player **402** within the screen of the video.

[0041] The play button **420** enables the user **110** to play and pause the product information film. In one embodiment, a dynamic film link is embedded to the demo film segment. In another embodiment, it is a text/web link. In yet another embodiment, the link may be an external web site link. When a user **110** is watching a demo film, the user **110** can click on that dynamic link and this navigates the user **110** to another window with a demo film that may be useful to the user **110**. The user **110** can then come back to the original demo film and watch after closing the dynamic link.

[0042] The zoom button **422** enables the user **110** to view the focused area of the film (e.g., a product shot) by zooming in and zooming out the video film. The volume button **424** enables the user **110** to adjust the volume of the video film. The replay field **426** enables the user **110** to replay the full film Or rewind the film by dragging (e.g., and/or navigating) the play bar in required direction or steps/specific points. The font field **428** allows the user **110** to increase and/or decrease the font size in the text field **404**.

[0043] The time stamps field 430 includes different time points for a selected film by the user 110. The time stamps indicate a number of steps in the particular film of the selection feature of the product. These time stamps allow the user 110 to choose the film part (or step) of the selected feature associated with the product which is of interest to him/her. For an example, if the user 110 selects a particular demo film (e.g., on how to connect your product to your personal computer) and the demo film includes 3 time stamps with the film segment. Each of the time stamps provides a video demonstration of each of the step of that particular feature of the product. In another example, the 3 time points may include put your product on the dock by inserting the jack in the input-output port, plug in the dock USB connector to the USB port of your personal computer, and the application program opens automatically.

[0044] The user 110 may experience a mouse hover on the time points and the step or process text of that particular film will be displayed to the user 110. The user 110 may then select the desired time point and click the time point to play that particular feature within the film segment. In other words, the user 110 may select the first time point or the second time point or the third time point. Based on the selection performed by the user 110, the particular step or process associated with the feature of the product at that time stamp will be played.

[0045] A representative hardware environment for practicing the embodiments herein is depicted in FIG. 5. This schematic drawing illustrates a hardware configuration of an information handling/computer system in accordance with the embodiments herein. The system comprises at least one processor or central processing unit (CPU) 10. The CPUs 10 are interconnected via system bus 12 to various devices such as a random access memory (RAM) 14, read-only-memory (ROM) 16, and an input/output (I/O) adapter 18. The I/O adapter 18 can connect to peripheral devices, such as disk units 11 and tape drives 13, or other program storage devices that are readable by the system. The system can read the inventive instructions on the program storage devices and follow these instructions to execute the methodology of the embodiments herein.

[0046] The system further includes a user interface adapter 19 that connects a keyboard 15, mouse 17, speaker 24, microphone 22, and/or other user interface devices such as a touch screen device (not shown) to the bus 12 to gather user input. Additionally, a communication adapter 20 connects the bus 12 to a data processing network 25, and a display adapter 21 connects the bus 12 to a display device 23 which may be embodied as an output device such as a monitor, printer, or transmitter, for example.

[0047] FIG. 6 is a flow diagram illustrating a computer implemented method that includes providing a sequence of multimedia files in a map topology that includes layers and sub-layers to enable a user 110 to navigate to and play at least a particular multimedia file that demonstrates a feature of a product according to an embodiment herein. Each layer and sub-layer correspond to at least one multimedia file that demonstrates a feature of a product. The sequence of multimedia files are stored in the application server 104 of FIG. 1. In step 602, a selection of a layer from the user 110 is processed based on a preview of the layer. The layer includes a first reveal branches field, a first hide branches field, and a first play field.

[0048] In step 604, at least one branch of a sub-layer of the layer is displayed when the reveal branches field is selected.

The branch may include a second reveal branches field, a second hide branches field, and a second play field. In step 606, the particular multimedia file corresponding to any of the layer, the sub-layer, or any further sub-layer of the sub-layer is played when a play field is selected.

[0049] The map topology includes a plurality of layers. Each layer corresponds to a different mode of familiarity of the user 110 associated with the product. Each of the modes include a different set of multimedia files corresponding to the mode of familiarity. A keyword from the user 110 corresponding to the feature of the product may be processed, and a search result that includes the keyword in at least one of the layer, the sub-layer, or any further sub-layer of the sub-layer of the map topology may be displayed. The branch of the sub-layer is displayed when a cursor is moved on the sub-layer.

[0050] The particular multimedia file includes one or more time stamps. Each of the time stamps indicate at least one of a steps associated with the feature of the product. The steps may be displayed to the user 110 when a cursor is moved on the time stamps. Each of the time stamps allow the user 110 to select at least one of the steps which is of interest to the user 110. A portion of the particular multimedia file corresponding to a step associated with a time stamp may be displayed to the user 110 when the user 110 clicks on the time stamp. A search result that includes a keyword in at least one of that layer, the sub-layer, or any further sub-layer of the sub-layer of said the topology, or the different mode of familiarity of the user 110 associated with the product.

[0051] The foregoing description of the specific embodiments will so fully reveal the general nature of the embodiments herein that others can, by applying current knowledge, readily modify and/or adapt for various applications such specific embodiments without departing from the generic concept, and, therefore, such adaptations and modifications should and are intended to be comprehended within the meaning and range of equivalents of the disclosed embodiments. It is to be understood that the phraseology or terminology employed herein is for the purpose of description and not of limitation. Therefore, while the embodiments herein have been described in terms of preferred embodiments, those skilled in the art will recognize that the embodiments herein can be practiced with modification within the spirit and scope of the appended claims.

1. A method for efficient and speedy information retrieval on usage of a specific feature of a specific product using a minimum number of selections from a user by providing a sequence of multimedia files in a map topology from an application server comprising a processor, an input means, a display, and a memory that stores a pre-indexed database that comprises a sequence of multimedia files that demonstrate a plurality of features of said product, wherein said map topology comprises layers and sub-layers to enable a user to navigate to and play at least a particular multimedia file that demonstrates said feature of said product, each layer and sub-layer corresponding to at least one multimedia file that demonstrates said feature of said product, said method comprising:

processing, by said input means, a selection of a layer from said user based on a preview of said layer, wherein said layer includes a first reveal branches field, a first hide branches field, and a first play field;

displaying, by said display means, at least one branch of a sub-layer of said layer when said reveal branches field is

selected, said branch including a second reveal branches field, a second hide branches field, and a second play field; and

playing said particular multimedia file corresponding to any of said layer, said sub-layer, or any further sub-layer of said sub-layer when a play field is selected.

2. The method of claim 1, wherein said map topology comprises a plurality of layers, each layer corresponding to a different mode of familiarity of said user associated with said product, and each said mode comprises a different set of multimedia files corresponding to said mode of familiarity.

3. The method of claim 1, further comprising processing a keyword from said user corresponding to said feature of said product; and displaying a search result that comprises said keyword in at least one of said layer, said sub-layer, or any further sub-layer of said sub-layer of said map topology.

4. The method of claim 1, wherein said branch of said sub-layer is displayed when a cursor is moved on said sub-layer.

5. The method of claim 1, wherein said particular multimedia file comprises one or more time stamps, wherein each of said time stamps indicate at least one of a steps associated with said feature of said product.

6. The method of claim 6, further comprising displaying said steps to said user when a cursor is moved on said time stamps, wherein each of said time stamps allow said user to select at least one of said steps which is of interest to said user.

7. The method of claim 4, further comprising displaying a portion of said particular multimedia file corresponding to a step associated with a time stamp to said user when said user clicks on said time stamp.

8. The method of claim 2, further comprising displaying a search result that comprises a keyword in at least one of said layer, said sub-layer, or any further sub-layer of said sub-layer of said map topology, or said different mode of familiarity of said user associated with said product.

9. A multimedia content delivering system for efficient and speedy information retrieval on usage of a specific feature of a specific product using a minimum number of selections from a user by providing a sequence of multimedia files in a map topology from an application server comprising a processor, an input means, a display, and a memory that stores a pre-indexed database that comprises a sequence of multimedia files, each multimedia file demonstrating at least a feature of a product, said system comprising:

a map module that generates a map topology comprising at least one of a layer, a sub-layer, any further sub-layer of said sub-layer, a branch of said sub-layer of said layer when a reveal branches field is selected;

a map module that communicates a different mode of familiarity of a user associated with said product to said map module, wherein said map module generates said map topology specific to a selected mode of familiarity of said user associated with said product; and

a video provider module that plays a particular multimedia file corresponding to any of said layer, said sub-layer, or any further sub-layer of said sub-layer when a play field is selected,

wherein each of said multimedia files is indexed with reference to a correspondence with at least one level of familiarity.

10. The system of claim 9, wherein said map topology comprises a plurality of layers, each layer corresponding to a different mode of familiarity of a user associated with said product, and each said mode comprises a different set of multimedia files corresponding to said mode of familiarity.

11. The system of claim 9, further comprising a finder and navigation module that processes a keyword from a user and displays a search result that comprises said keyword corresponding to said feature of said product in at least one of said layer, said sub-layer, or any further sub-layer of said sub-layer of said map topology, or said different mode of familiarity of said user associated with said product.

12. The system of claim 9, wherein said particular multimedia file comprises one or more time stamps, wherein each of said time stamps indicate at least one of a steps associated with said feature of said product.

13. The system of claim 12, wherein said steps are displayed to said user when a cursor is moved on said time stamps, wherein each of said time stamps allow said user to select at least one of said steps which is of interest to said user.

14. The system of claim 13, wherein a portion of said particular multimedia file is played corresponding to a step associated with a time stamp to said user when said user clicks on said time stamp.

15. The system of claim 9, wherein said branch of said sub-layer is displayed when a cursor is moved on said sub-layer.

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